

## COMPAQ SYSTEMPRO/LT Family combines affordable Intelligent Modularity with SYSTEMPRO expandability

The COMPAQ SYSTEMPRO/LT Family of Personal Computer Servers, announced Oct. 14 in Dallas, is the first PC server product to offer an ideal combination of affordability, upgradability, expandability,

compatibility, reliability and quality for workgroups of five to 30 users.

These new products are EISA-based PC servers in the familiar COMPAQ SYSTEMPRO tower form factor. They feature a single

processor design (supporting either a 386/25, 486SX/25 or 486/33 microprocessor) and a single fast fixed disk drive, but they also accommodate the workgroup's future needs for processor upgrades, memory expansion and drive arrays.

"Smaller workgroups with tight budgets don't need multiprocessing, but they do need to be able to upgrade their processor performance. They don't need drive arrays to start with or the very high memory capacity of the original COMPAQ SYSTEMPRO, but they do need the ability to upgrade performance, expand I/O performance and expand capacity as the workgroup's needs change," said Rod Canion, CEO, at the announcement press conference at NetWorld in Dallas.

### Intelligent Modularity

Intelligent Modularity, introduced last month with the COMPAQ DESKPRO/M family of PCs, is incorporated in the COMPAQ SYSTEMPRO/LT family. The company's exclusive approach to modular PC design goes beyond "upgradable processors" found in competitors' products to include easily expandable memory (to 64 MB), expandable drive capacity (up to 4.08 GB internal), the ability to incorporate drive array technology, an EISA bus for higher performance, and a strong 355-watt power supply to accommodate future requirements. The intelligence built into each component allows it to "know" the

configuration of the rest of the system and optimize its own performance accordingly.

### Easy management

"These servers use many of the same components as the COMPAQ DESKPRO/M family introduced last month. Imagine the ease of management this offers the network administrator: Just a few upgrade parts — processor boards, SIMMs, drives, controllers — can cover a company's entire inventory of desktop PCs and PC servers. Hardware components can be swapped back and forth from desktop to servers to meet the changing and growing computing needs of the workgroup," Canion explained. "Emergency service is that much easier, too. If a component like the processor board fails in a mission-critical server, the part could conceivably be pulled from a lower-priority desktop PC and used to get the server back up right away."

Further easing network administration, the Asset Management provision built into both the COMPAQ DESKPRO/M and COMPAQ SYSTEMPRO/LT families allows the PC to retain information on its own serial number or asset number, configuration, memory and installed boards. Using available third-party software, the administrator can directly access this information over the network to keep track of corporate assets or plan configuration

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The COMPAQ SYSTEMPRO/LT Family of Personal Computer Servers was announced October 14.

### Combining latest in technology

## Our first color portable

The company's new portable PC, the COMPAQ PORTABLE 486c, is not only our first color portable — it also features fast screen response time and the largest selection of colors of any portable PC previously on the market.

The COMPAQ PORTABLE 486c, announced Oct. 7, is a 33-MHz 486 EISA-based AC-powered portable featuring our first implementation of Thin Film Transistor (TFT) Active Matrix technology. This new technology is combined with a hot cathode backlit panel and the integrated COMPAQ Advanced Graphics System to provide high contrast colors, and a screen response time of less than 50 milliseconds.

The high performance PC, packed in a lightweight slimline design, delivers quick access to a palette of over 4,000 vibrant colors when using 640 X 480 resolution, 256 of which can be used simultaneously. This is eight times the number of simultaneous colors available on the Toshiba T3200SXC at full VGA resolution.

"The COMPAQ PORTABLE 486c represents a new generation of AC-powered portable PCs," says Rod Canion, CEO. "No other color portable in its class offers this level of performance, color capabilities and features in such a small, lightweight design."

The COMPAQ PORTABLE 486c is offered in two models. Each comes standard with four megabytes of Random Access Memory (expandable to 32 megabytes), a 3.5-inch 1.44-megabyte diskette drive, a full size detachable keyboard, unprecedented Multilock security features and a one-year worldwide limited warranty. The Model 210 includes a 210-megabyte fixed disk drive and the Model 120 includes a 120-megabyte fixed disk drive, providing ample storage for large amounts of data. Quick drive response times — less than 12 and 19 milliseconds, respectively — allow for fast retrieval of data.

Combining the powerful Intel 33-MHz *continued on page 4*



The COMPAQ PORTABLE 486c is ideal for those needing exceptional desktop functionality, high performance and portability.



# SYSTEMPRO application saves time, effort and money

A new system has been implemented in Customer Service Operations (CSO) at Sommermeyer in Houston that will save the company more than \$1 million per year.

This process – which allows spare parts to be shipped to Authorized Dealers more efficiently – is run on a COMPAQ SYSTEMPRO.

## Busy, busy

The Service Distribution group processes about 1,400 requests for spare parts per day. About 500 are “cross ships,” meaning the Dealer needs his part the next day. CSO takes orders from 8 a.m. to 7 p.m. and all “cross ships” requested up to closing time are guaranteed to be shipped by 10:30 a.m. the next day.

The fulfilling and billing of these orders was very labor intensive, requiring 28 full-time and temporary employees to do the job. In June, the new Service Distribution System (SDS) was implemented and now only 15 employees are needed, allowing the others to be reassigned where they are most needed.

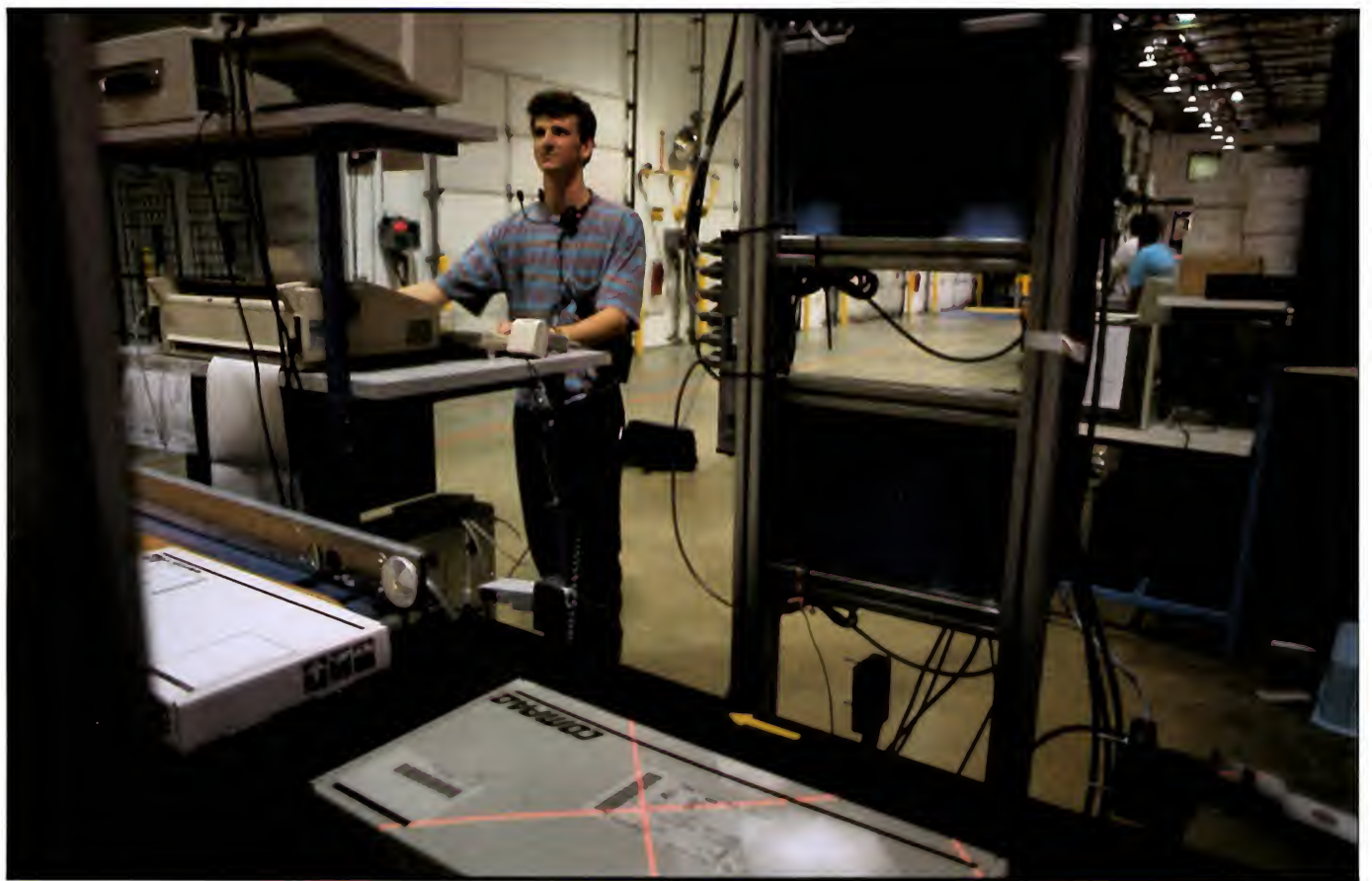
The department layout was redesigned for improved material flow and increased storage utilization. “We designed the new area for easy access to the parts which account for 90 percent of shipping activity,” explains Deborah Burdick, Industrial Engineering Project Manager for the system. “Mechanized equipment is used where it makes sense for a safer, more efficient work environment.”

Since the SDS was installed, the group’s productivity has risen. Before, 120 orders could be processed per hour manually. Now, 480 orders can be processed in the same time with less people.

“We have tremendous capacity with less people. Not only that, but we can grow twofold without adding employees,” explains Jerry Kuna, Customer Service Operations Logistics Manager.

## Success story

Orders are received by phone and entered into the system. After being downloaded to the COMPAQ SYSTEMPRO,



Compaq employee Jack Taylor monitors the system as it scans spare parts boxes for shipment.

labels are printed and placed on the parts box with special adhesive that allows for easy removal by the customer. This label includes a bar-coded air bill number. Another label includes a bar-coded part number and serial number. The box is transported by a conveyor belt to the shipping station for automatic scanning.

The scanning system reads the bar code, collects weight information and transfers the data to the COMPAQ SYSTEMPRO, where it is verified that the right part will reach the right customer. The system also checks the box weight and rejects it if the weight does not correspond to the part that is supposed to be in the box.

Consolidating shipments to each customer is another advantage of the new system. It provides for a link with the

company’s air-freight carrier, so all daily shipments to each individual Dealer are sent together.

CSO has been working to improve cross-ship performance. With various improvements in place and the new shipping system, Compaq has a 96 percent cross-ship fulfillment rate, “the highest rate in the industry,” Kuna says.

When shipments were manually processed, the defect rate was 10,000 parts per million. The goal is to reach 500 parts per million. In July, the first full month after SDS was installed, there were zero defects and zero missed shipments.

## Money savings

All of these innovations add up to big savings for Compaq. The return on investment (when the system paid for itself out of the cost savings) was only 14 weeks. It saved the company \$281,000 its first three months of operation and is expected to save more than \$1 million this year.

## Work of a mini

This COMPAQ SYSTEMPRO is running a mission-critical application which could paralyze the Customer Service Operations group if it were down for too long.

Kuna says, “There could be a mini-computer running this application. If it goes down, our Dealers won’t get their parts. We had the usual shake-ups in the beginning, but our capacity for recovery is great now.” He explains that if the system were down for one hour, it would only take 15 minutes to catch up. So far, since it’s been up and running smoothly, the system has had no downtime.

The dual-processor COMPAQ SYSTEMPRO has 840 megabytes of mirrored memory (420 available). The application – with software written in-house by Customer Service Administration and CSO Information Management groups – takes 24 megabytes of the memory. The software uses an Ingres database application.

## Compaq breaks ground for new European Distribution Center to begin construction

Compaq held a groundbreaking ceremony to begin construction on its new European Distribution Center at Gorinchem in The Netherlands. The new facility will streamline the European distribution activities and provide faster, more reliable supply of the company’s comprehensive range of PCs and PC systems to customers and resellers. In addition, Compaq expects to realize even greater cost efficiencies since all European distribution will be handled from one location.

“Ensuring an even more rapid and reliable product supply is all part of Compaq’s commitment to providing customers and resellers with excellent service and support,” said Andreas Barth, Vice President Europe.

“As Compaq’s focus, and that of our customers becomes increasingly pan-European, there couldn’t be a better time or place in which to bring our distribution activities under one roof,” he added.

## A single focal point

For the first time, the company will have a single focal point outside the U.S. for distribution of all PC products and peripherals shipping from Compaq’s manufacturing plants in Houston, Erskine and Singapore, as well as from third-party suppliers. The Gorinchem Distribution Center will coordinate the supply of products to COMPAQ Resellers through Europe, the Middle East and Africa for the company’s 13 European subsidiaries.

Gorinchem was chosen for the site because of its ideal location at the center of Compaq’s European subsidiary network, as well as at the heart of Europe’s transportation network.

Equipped with state-of-the-art information management systems for networked order processing, the center will provide extensive opportunities for planning and inventory optimization and will minimize the possibility for backlog orders.

## Advanced VGA added to PC, standard memory doubled

As of last month, all COMPAQ DESKPRO 386N PCs come standard with Advanced VGA and two megabytes of memory at no extra cost.

The integrated Advanced VGA subsystem delivers up to 25 percent faster performance in Microsoft Windows 3.0 and other graphic-intensive environments. With more than 16 million colors to choose from, Advanced VGA provides increased clarity and more realistic images, ideal for graphical applications such as desktop publishing and sales presentations. It also supports 132-column display, allowing more information to be viewed in data-intensive environments.

The additional megabyte of RAM provides twice the amount of RAM as previous models, for greater effective-

ness with memory-intensive applications.

Compaq customers are now provided with increased value in terms of price and performance, since the suggested resale price did not go up with the addition of standard features.

“The Advanced VGA and added RAM respond directly to customer requests,” says Lorie Strong, Vice President, Product Marketing. “As customer needs change, they require PC computing solutions that keep pace with their needs. Compaq has enhanced the popular COMPAQ DESKPRO 386N to meet the requirements of current and future business computing environments.”

The COMPAQ DESKPRO 386N is the company’s top-selling desktop PC, and is used in both networking and standalone PC computing environments.



# Engineering conference has international focus

Darlene Allman  
ESS

The semi-annual Compaq Systems Engineering Conference, hosted by Compaq Systems Integration's Engineering Sales Support Group, was held last month at the Westin Galleria Hotel in Houston. For the first time, the conference was held concurrently with the Compaq Developer Technical Conferences hosted by Compaq Industry Relations.

## An international focus

More than 800 Systems Engineers and Developers attended the joint conference. The largest group of Systems Engineers came from Compaq Authorized Dealers throughout the U.S. and Canada. Seventy-three international Compaq Dealer Systems Engineers, representing the Compaq market in 18 different countries, also attended — adding an international focus to the event.

## Foundations for the future

The conference theme, "Foundations for the Future," focused on the latest technical integration information from Novell NetWare, SCO UNIX, Banyan VINES and Microsoft LAN Manager. Developers from more than 40 ISHV companies, including the four Compaq Joint Integration Agreement companies, gave presentations during breakout sessions and staffed individual booths in the exhibit area. A total of 60 different topics were offered during the three-day event.

Another first for the conference was attendance by engineers from the end user community and attendance by 34 Compaq employees from foreign subsidiaries. The field and corporate teams from the Compaq Engineering Sales Support, Industry Relations staff and Regional Field Trainers combined with other attendees rounded out the total attendance numbers to well over 1,000.



More than 40 ISHV companies staffed individual booths in the conference exhibit area.

# Compaq announces consultant program

Compaq announced the start of the Compaq Consultant Program, a program offering product and technical information to select independent consultants specializing in systems integration and networked computing environments. The Program, which includes 11 charter members, is one of six innovative Compaq programs developed to simplify the integration of COMPAQ products in multivendor connected environments.

"Our consultant program is a natural follow up on Compaq's other integration programs," said Ross Cooley, Vice President, North America. "Multivendor systems integration is becoming increasingly complex and this consultant program is another step toward our overall goal of total customer satisfaction." Cooley added.

The charter member consultants were selected based on their integration experience, multivendor focus and expertise in specific markets. They include: AGS Information Services, A Nynex Co.; BDO Seidman; Business Systems Group Inc.; CGI Consulting, Advanced Technology Group; Coopers & Lybrand; Deloitte & Touche; Interconnect; KPMG Peat Marwick; Lante Corporation; McGladrey & Pullen and Phoenix Systems.

While Program members do not resell COMPAQ hardware, they complement Authorized Dealers by providing project management, information systems consulting, applications design and industry-specific expertise.

## Key factors for satisfaction

Fifty percent of Fortune 1000 companies will use the services of independent network consultants this year, according to G2 Research, worldwide systems integration market research firm.

"Consultants are becoming increasingly important to the MIS planning process of many of our Fortune 1000 customers," said Cooley.

## Program highlights

Members have access to training, reference guides, quarterly update briefings and a hotline staffed by Compaq integration engineering specialists. The integration engineering services also provide consultants access to integration lab facilities for benchmark and platform testing, hardware optimization and software application migration.

Additionally, consultants can use regional technology centers, where

COMPAQ products are available to test client-specific network or multiuser environments.

According to Cooley, the program will offer consultants an understanding of the variety of ways COMPAQ products can be used in advanced networking platforms.

## Integration programs

In addition to the Compaq Consultant Program, there are five key programs in the Compaq Integration Strategy. These include the Joint Integration Agreements and Technical Support Alliances with leading software and operating systems companies. A third program is the Integration Products program, which includes Integration ToolKits and Technical Integration Training courses.

Additionally, the Compaq Accredited System Engineer (ASE) program provides Authorized Dealer system engineers advanced technical training and accreditation. A fifth integration program, the Specialized Dealer program, helps customers by identifying those Authorized Dealers who have met Compaq training and other requirements to ensure advanced systems expertise.

## Compaq honored

For the second year in a row, Compaq was named ComputerLand's 1991 North American Vendor of the Year in Service. ComputerLand Corporation operates the world's largest multivendor computer reseller network, providing products, service and training for the corporate customer.

This marks the fourth time in the five-year history of the award that Compaq has taken top honors. The award for service, voted upon by ComputerLand franchises since 1987, is given to the manufacturer that has made outstanding contributions in areas vital to the growth and profitability of the ComputerLand dealer network.

"Compaq leads the pack in setting standards for excellent service," says Dan Dunkin, Chairman of ComputerLand's franchisee service committee. "For example, they pioneered an extended buy-back program for service spare parts which guaranteed ComputerLand franchisees would have the right mix of spares to support customers at the right time, in the right way."

Ross Cooley, Vice President, North America, accepted the award for Compaq at the ComputerLand Dealer Conference in Nashville, Tenn. in August. "The award for service from the ComputerLand franchisees is truly an honor that will be shared by all of our employees," said Cooley.

Compaq offers both resellers and end users a wide variety of support programs to meet customer needs. Resellers have access to many Compaq service and support programs such as: technical support lines, QuickFind, support documentation and overnight delivery of warranty parts.

Customers have access to Compaq through the Customer Support Center's toll-free service and a Technical Support Center. Compaq formed technical support alliances with leading hardware and software developers which also provide telephone support of customers with multivendor issues.

## COMPAQ SYSTEMPRO/LT Family features Intelligent Modularity

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changes for individuals or groups.

The recently announced COMPAQ System Manager option can be installed in the COMPAQ SYSTEMPRO/LT to constantly monitor critical server conditions such as temperature, voltage, disk drive health, etc.

Upgrading the processor of any server can be done very easily and affordably. It takes just a few minutes — a simple swap of the processor boards, then re-run the System Configuration Utility. Customers get credit for the return of the used board. Also preserving the customer's initial investment: when upgrading to drive array technology the original fixed disk drive may be

retained and incorporated into the drive array.

## Smart choice

As the COMPAQ SYSTEMPRO/LT family is introduced to worldwide markets, the many reasons Compaq is the "smart choice" are being emphasized to customers. The company's value, quality, reliability and compatibility are unmatched in the PC industry. Quality is the highest priority of each person in Compaq manufacturing groups and the company's quality demands on its suppliers are the most rigorous in the industry. Once built, each COMPAQ server undergoes a battery of quality tests and runs for up to 96 hours in

the factory before it's approved for shipment.

Meanwhile, hundreds of engineers are dedicated to hardware and software compatibility testing, working with third-party manufacturers to assure effective multivendor integration in all major operating systems environments. The assurance of multivendor integration means smoother configuration and installation and greater reliability in the long run. To this end, comprehensive training and related documentation (Compaq Integration ToolKits) are offered to dealers and customers, as are telephone and on-line support for basic product information and problems, complex problem resolution, performance tuning and configuration issues.



## TechPAQ supports company's systems

Imagine having an encyclopedia of COMPAQ product knowledge at your fingertips. Imagine being able to solve complex network configurations in the span of a telephone transmission. Imagine being able to look up a problem, receive detailed instructions and implement and download a patch that solves the problem. Or imagine receiving the latest Compaq success story simply by selecting an icon. All of these features are possible with the aid of an innovative referencing tool called the Compaq TechPAQ Reference Utility.

TechPAQ is a state-of-the-art reference utility developed by Compaq employees to better support the company's systems in complex connectivity and integrated environments. It was especially designed to meet the needs of the Compaq Accredited Systems Engineers (ASEs) who participate in the Compaq Specialized Dealer Program. ASEs are engineers who have extensive training and certification in one of the four platforms identified in conjunction with the company's Joint Integration Agreement partners: Banyan, Novell, Microsoft and SCO. TechPAQ began shipping to ASEs in May.

### Advantages of TechPAQ

A key advantage of TechPAQ is the easy accessibility of timely information including new product information, Technical Reference Notes (TRNs), system configurations, diagnostic tools, Integration ToolKits and pre-sales information.

TechPAQ also enables ASEs to download Compaq patches, drivers and utilities anytime, anywhere. The typical TechPAQ user with a laptop and a modem can draw all of this information over the telephone.

Another key advantage to TechPAQ is segmentation of information. ASEs certified in one operating platform will receive all information pertaining to their area of expertise. In addition, they also receive basic level information of the

remaining platforms. If ASEs become certified in the remaining platforms, they receive further information of those platforms. TechPAQ makes extensive use of the data segmentation features that protect the confidentiality of Compaq information available only to employees.

### TechPAQ requirements

TechPAQ is a Microsoft Windows application and uses Lotus Notes, a group information manager program. When a systems engineer becomes accredited, Compaq provides a complimentary copy of the Lotus Notes client software and documentation to the ASE in a welcome kit. Also included in this kit are the TechPAQ installation diskettes, TechPAQ User's Guide, a TechPAQ tour diskette and other ASE deliverables. In addition, special Salespaq pricing enables the ASE to purchase a COMPAQ LTE 386s/20 with a 2400-baud enhanced modem in order to use TechPAQ. The typical TechPAQ user with a laptop and an appropriate modem can draw all of the TechPAQ information over a telephone wire.

### TechPAQ availability

Presently, TechPAQ is available only to the ASEs in the United States and Canada. A similar product is being developed for International to be released in 1992. Compaq employees who support the ASEs and who benefit from the facility have been provided access as well. To evaluate TechPAQ on the main campus, visit the SE library on the second floor of CCA9.

U.S. and Canadian employees who currently use Lotus Notes and who wish to obtain access to TechPAQ may do so. However, most of the information on TechPAQ is also available on the internal version of QuickFind – which may be accessed from anywhere on the corporate network.

To purchase Lotus Notes or for more information on how it might be useful to your workplace, b-mail Mark Wozny@Info Tech@IM Hou for details.

## New desktop PC features more power

Expanding its family of affordable low-profile desktop PCs, the company introduced the COMPAQ DESKPRO 386s/20N Oct. 14. The new PC incorporates the same design and features as the enhanced version of the COMPAQ DESKPRO 386N announced last month, but with a faster processor and greater fixed disk drive capacity.

This new product is the fastest COMPAQ product to market – only 12 weeks! It took five weeks to production and seven weeks to pack-out. It is also the first new product built initially in our Singapore manufacturing facility.

### Cost effective

With prices starting at \$1,599 (U.S. SRP), the COMPAQ DESKPRO 386s/20N is the most affordable 20-MHz 386SX-based PC from Compaq. It offers total functionality and advanced network and security features, helping prevent unauthorized use, improper transfer of files or theft.

"The COMPAQ DESKPRO 386s/20N is made for users who need both the most affordable price and additional 386 performance in their connected and graphical environments," said Rod Canion, CEO, at the announcement press conference in Dallas. "It will also appeal to individual users who need a powerful value-packed 386 PC, but who do not have large expansion requirements."

### Feature-packed

The COMPAQ DESKPRO 386s/20N provides up to 25 percent greater performance compared to the 16-MHz COMPAQ DESKPRO 386N. It is available

with a 60-megabyte fixed disk drive, compared to the 40-megabyte drive available on models of the COMPAQ DESKPRO 286N and 386N.

A diskless model is available for the highest security applications. Like all COMPAQ family PCs, the new desktop can be configured to boot remotely from a network. The low-profile, small footprint design minimizes use of desktop space.

It also incorporates the new Compaq Advanced VGA which includes support for 256 colors (or 64 shades of grey) at 640 x 480 resolution, 16 colors at 800 x 600 resolution (for Microsoft Windows 3.0), a graphics accelerator and 132-column text mode.

### Models

All models of the COMPAQ DESKPRO 386s/20N use the 15-inch wide by 3.9-inch high by 14.9-inch deep COMPAQ low profile form factor. Additionally, each model has a coprocessor socket, two megabytes of RAM (expandable to 16 megabytes using a memory expansion board and 1-, 2- or 4-megabyte memory modules), two full-sized industry standard architecture (ISA) expansion slots, two mass storage device positions, standard interfaces (parallel, serial, pointing device or mouse, keyboard), enhanced keyboard, COMPAQ utility software and one-year limited warranty.

The Model 60 incorporates a 60-megabyte fixed disk drive and a 3.5-inch 1.44-megabyte diskette drive. The fixed disk drive is very fast, with an average seek time of less than 19 milliseconds. The Model 1 features the diskette drive but no fixed disk drive. The Model 0 is diskless.

## COMPAQ PORTABLE 486c delivers power, portability

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486 microprocessor and the flexibility of an EISA bus in a lightweight portable design, the COMPAQ PORTABLE 486c is aimed at end users who need the power to complete intensive business and technical calculations quickly, including architects, engineers, software developers, programmers, technical salespersons and scientists. It will also benefit customers who use complex applications including spreadsheet, demonstration and LAN analysis.

The new portable also includes two 32-bit EISA expansion slots and an enhanced option slot, allowing users to easily add 8-/16-/32-bit expansion boards, such as high resolution graphics and LAN boards, as well as high performance modems or other third-party communication devices.

The COMPAQ PORTABLE 486c is substantially lighter than many 386-based units. It measures only 15.6 by 11 by 5.5 inches and weighs 17.6 pounds. Its sturdy 101-key detachable keyboard comes complete with separate program-mable function keys and dedicated cursor keys in an inverted "T" layout.

The brilliant Active Matrix VGA color display also includes an adjustable view-

ing angle for reduced glare and optimal image quality. The system supports simultaneous internal and external monitor display, ideal for sales and training presentations. A graphics accelerator also speeds typical graphics operations, as used in Microsoft Windows 3.0.

For the security conscious, the COMPAQ PORTABLE 486c contains many unique security features. It comes standard with new Compaq Multilock features, which include 14 different hardware and software security tools to protect valuable data. This includes an innovative security feature, not found on other computers, called DriveLock. This feature locks data access until the correct password is entered, even if the drive is removed from the PC. Quicklock allows users to disable the keyboard without exiting an application, then enable it with a password.

Besides standard inter-

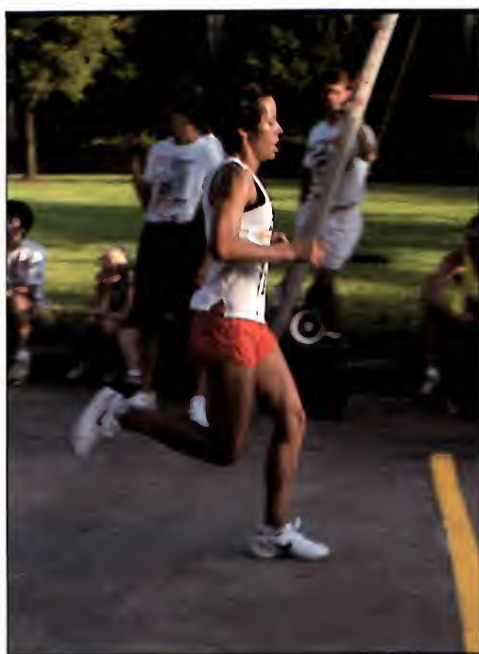
faces such as external keyboard, display and storage, the new portable supports a CD-ROM interface, allowing the use of a CD-ROM without an expansion slot.

Also included is an audio jack that, in combination with a sound board, allows use of the internal speaker without requiring external speakers.



*The brilliant colors of the COMPAQ PORTABLE 486c.*





## Running for research



More than 60 ACE Running Team members participated in the Terry Fox Fun Run last month – the largest turnout ever. The run is named for a Canadian, who attempted to run across that country to raise funds and awareness for cancer research. The Four Seasons Company, headquartered in Canada, holds a yearly fun run in every city of the world where there is a Four Seasons hotel. The Inn on the Park, where the run was held, is one of Houston's. These races also raise money and awareness for cancer research. On the day of this year's race, the heat and humidity soared, making it a triumph just to complete the 5K run. Mary Lee Brown, left, went the extra mile and placed second in her age group (25-29).

## A long run from Sydney to the surf

**Tim Colvey**  
Compaq Australia

The 21st annual running of the Sydney City to Surf Fun Run began on a cool, clear morning in August and Compaq Australia was ably represented.

As usual, in the final month of winter, the weather was pristine; but as the temperature climbed, the cool morning rapidly turned into a warm day.

To understand the significance that City to Surf – the largest fun run in the southern hemisphere – has for Sydney's people, one first has to know about the course. It is a tortuous 14 kilometers (about eight and a half miles). It begins at Sydney's Hyde Park and twists its way along the south shore of the harbour, following New South Head Road, a notoriously hilly route. The event culminates with a climb up "Heartbreak Hill," a sudden rise in the landscape that is aptly named, and finally winds down to Bondi Beach, where the run has its seaside conclusion.

It is an arduous journey only ventured by the fit, strong-willed or crazy – qualities that the average "Sydney-sider" possesses. It is the perfect race in many ways and the city's inhabitants turned out en masse to witness this year's running.

In accordance with the gruelling nature of this event, Compaq Australia entered some of its most steadfast and valiant people. Runners and walkers alike, with 14 sticky kilometers ahead of them, yearned for the challenge. Linked by unanimous spirit, it was only preparation and vigor that separated them at the finish line.

First in of the Compaq runners was Ian Churton, a known runner around the office, who went to such lengths as to complete his training in Hawaii.

"Really, I just went there for a holiday," said a modest Ian after the race. With a time of 64 minutes, Ian's pre-race training paid off in a great

personal achievement.

Katrine Mooney, in at 94.08 minutes, said: "This is my fourth City to Surf and my best time yet. Yesterday I drank three pots of tea, ate a lot of carbohydrates, had an early night and a buckwheat pancake breakfast this morning."

This recipe was successful and she improved on all her previous times. And for all this hard work and clean living? "I'm getting fitter as I get older, mate!"

Not all participating Compaq employees displayed the same level of preparedness. Sheer guts and determination carried blokes like Philip Azize (87.05 minutes) and Paul Norris (75.01 minutes) over the finish line. It was Philip's second run. What sort of training had he put in? "Um... I had a game of tennis this week," he said. Paul was not to be outdone: "I went for a half-hour run on Tuesday, that was all I managed."

"You have to be mental to do something like this," Philip explained of his reasons for entering the race.

In the final analysis, what was fun about this fun run? Phil again: "The end."

Not everybody held this view. Allan Lucky (74.41 minutes), a first-timer, found the event a lot of fun. "Well, it wasn't easy, but I was expecting worse. Just being surrounded by everyone, going through the same thing, it sort of carried me along," he said. Tony Windsor agreed. "It was a good race, not too hard physically. But, you know, I took my time (100.15 minutes)."

If the runners were out there pursuing their own individual goals, then it was the walkers who gave the event its community feel. Some were out to power walk, others wanted to enjoy the scenic course at a more leisurely pace, but all wanted to be a part of the special event. And, by being in it, they made it a success.

A large contingent of walkers came from the Compaq Australia Marketing group. Chee-Mei Gan (157.24 minutes)

and Inge Fuglested (157.23 minutes) walked together. Chee-Mei allowed Inge (her boss) to cross the line before her. Jan Brownlie, who claims she "started late," made it through at 173.33 minutes. Although the gap between the arrival of Anne Eckert (186.38 minutes) and Jan seemed longer than 13 minutes, perhaps Anne became lost or was distracted on her way to the Compaq marquee since she swears her time is accurate. Asked if she had completed any training for the "run," Anne nodded her head: "We watched a game of football down at the Bellevue yesterday and had one glass of water, then one diet Coke, another glass of water, then another diet Coke. I wanted to get my blood sugar level up."

The fastest walker of the day was Carolyn Giles (133.52 minutes).

larger crowd.

A luncheon was held after the run for Compaq participants.

The runners preferred not to wait for their walking coworkers. It's hard to blame them since the aroma of sizzling steaks and the appearance of the salads and fruit platters made waiting for the feast an almost greater challenge than the fun run itself. By the time Anne arrived, most people had satisfied themselves and were lounging around in the sun. There was talk of volleyball since Tina Masih brought a net. Although conditions were perfect, the response was not immediately encouraging. However, a few committed souls got out there and put on a remarkable display of beach volleyball.

In the late afternoon, the Compaq tent emptied, the volleyball spectators drifted away, the players packed it in and



Relaxing after the fun run are, from left, Karen Karrington, of Telecom, a Compaq major account, Ian Churton and Anne Eckert.

At Bondi, the end of the run, there was a general feeling of relief among the 38,585 participants, both runners and walkers, as they made their way to the finish line amongst the cheers of an even

Bondi itself began to look like a vacant amusement park. The crowd wandered homeward through the orange peels scattered along the beach front. In a year, it will all happen again.



# Carrie Boone wins 'Young Professional' award

Carrie Boone, a Compaq Systems Engineer in Houston, always knew she was different. As a child she was always taller than other children. All of her childhood pictures featured her with glasses skewed. In school, she was interested in subjects like math and science. Even before she knew what an engineer was, she was interested in topics related to that field.

"Other than someone who ran trains, I didn't know what an engineer was," she states. She simply knew she wanted to be one. Starting at an early age, she considered herself to be very self-directed and self-oriented. After she received her degree from Rice University in 1985, she set her sights on gaining a rewarding career.

## Career path pleases panel

Boone's career as a systems engineer, with two patents for her design of the COMPAQ SLT/286, was one element that sparked the interest of a panel of judges choosing top professional women of Houston. In July 1991, *The Houston Chronicle* newspaper and Houston's Foley's Department Store chain sponsored a contest to select professional women with a diverse balance of career, community and personal life.

Boone was one of 12 women selected from diverse cultural and professional backgrounds to become the Young Professionals of the Year. The winners formed a council to distribute funds to non-profit organizations of their choosing, received a \$500 wardrobe from Foley's and were honored at a luncheon in August. They also participated in a fashion show to help the department store launch a new line of clothing for professional women.

## A picture worth a thousand words

Because Boone is a self-proclaimed "news junkie", eager to learn everything about the world and her community,

she learned about the contest in the newspaper. She answered the questionnaire covering her education, work and goals and submitted two photographs. One photograph depicted Boone in a formal setting, the other picture demonstrated Boone's unique hobby. To help the judges remember her, she submitted a photograph of herself on rollerskates.

Boone is a member of the Urban Animals – a loosely-based Houston organization of professional men and women who share an interest in skating. They skate in unlikely downtown areas – from parking garage ramps to building rooftops. Boone has been skating for four years; but she began skating with the Urban Animals last Spring. She first learned of her Young Professional Women of the Year Award through a fellow skater who worked for *The Houston Chronicle*.

## Civic commitment captures contest

Boone attributes her success in the contest to her commitment to the Houston community. When possible, she participates in projects that promote the advantages of Houston. The Houston Proud Campaign, Westheimer Arts Fair and Houston International Festival are a few of her volunteer projects. For two years, she organized the Systems Engineering department's Christmas party downtown.

"Some people live all their lives without ever visiting downtown and taking advantage of what the city has to offer," Boone says. She wanted to do her part to change that. Boone feels the contest judges chose applicants who wanted to give something back to the community.

## A year of change

Winning a Young Professional Women of the Year Award was one achievement in a series successes for Carrie Boone. In January 1991, she

participated in the Houston-Tenneco marathon. The marathon course began at the George R. Brown Convention Center, cut through many inner-loop neighborhoods, the Galleria area and finally ended back in downtown. The total distance run was 26.2 miles.

"I remember it like it was yesterday. It's far," says Boone.

Running in the marathon broadened her sense of what she could achieve. She was proud to have finished in under five hours. When Boone finished, she says she thought: "There's no reason why I can't be what I want to be or do what I want to do. I see the world, now, as much more limitless."



Carrie Boone

## Taking it to the limit

Boone demonstrates her ability to stretch her limits by enjoying a variety of interests. She expressed an interest in freelance writing to communicate her views. Effective communication is crucial in Boone's work.

"You can be a brilliant engineer; but if you can't communicate, it's worthless," she explains.

When she retires as an engineer, she wants to pursue a career in teaching. And after she retires from teaching, she is considering a career in journalism. In between pursuing these goals, Boone wants to continue her civic responsibility

by tutoring young children.

## Having it all

For *The Houston Chronicle* newspaper and Foley's Department Store, Boone personified the perfect professional woman. Her varied interests and dedication to the community made her stand out from over 200 applicants. Her vision of herself and what she feels she can achieve are the stuff role models are made of. But, when Boone finishes conquering the world, she relaxes with her favorite interest of all – her cat, Yogi Bear.

Members of the Hou-Dab brigade visited Houston's Covenant House, a shelter for children, last month to present their winnings from the Galveston Mardi Gras Hou-Dab Parade. The brigade won fourth place in the "Parody on Your Company" competition and third place for "In Your Face," given for making fun of this year's Mardi Gras theme "Hooray for Hollywood." For placing in the annual competition, the group was awarded \$100 to give to the charity of their choice; the company's Matching Gift program provided another \$100 – resulting in a \$200 donation to the area charity. Besides presenting the donation, the group also performed their award-winning routine for the children, showed a video of their parade performance and handed out Compaq shoelaces. Pictured are, from left, Karen Nelson, Lee Turner, Karen Pettit, Ellen Chaddick and Debbie Oenning. Also attending from the Hou-Dab brigade were Brian Watson and Lori Moran.





## What's in a name?

# Using code names can avoid disclosure

Some employees might not understand why we use code names when discussing unannounced products. Below are some commonly asked questions concerning code names and confidential information.

### What is a code name?

Code names refer to unannounced products or programs in order to avoid disclosure of their descriptions. They allow employees, vendors and contractors to reference a product without disclosing knowledge of its definition. However, like any other Compaq confidential information, code names can be harmful if we aren't careful of our surroundings

when discussing code name project specifics.

### What are the risks associated with discussing code names?

Inadvertently releasing product information early might affect the sale of current products or otherwise impact our business. And, our technological edge in the industry could be lost if confidential information concerning new product development was leaked to our competitors.

### What can I do to prevent unnecessary disclosure of new

### product information?

You should keep confidential information from being disclosed by following some simple guidelines:

- You should be aware of your surroundings when discussing code name projects.
- When approached by someone to discuss new product development, you should find out his or her need to know before disclosing any confidential information.
- You should not ask your colleagues for information concerning a code name project if you don't have a need to know.
- Be aware that knowledge of code

names does not guarantee additional access or more information concerning a project or program.

We are involved in a very exciting industry and, because we are proud of what we do, it is normal for us to want to talk about our jobs. Additionally, the open atmosphere and emphasis on effective communication sometimes makes it easy to discuss confidential information. However, we need to recognize the need to keep confidential information *confidential* in order for Compaq to keep its edge in the very competitive personal computer industry.

## Fun in the sun

On Sept. 21, approximately 150 Compaq employees with their families came out to the Cypress Creek YMCA in Houston to enjoy a full day of fun in the sun. Eleven teams, composed of 10 sports enthusiasts each, participated in a series of sporting events sponsored by the Association of Compaq Employees, or ACE. The events, ranging from swimming to tug-of-war, were designed to test endurance, promote friendly competition and team-building and add a healthy dose of humor and good sportmanship.

Individual event winners were awarded medals for their effort. The top three winning teams received plaques and medals; and the winning team received a trophy in addition to the plaques and medals.



### Noted with regret

Jorge Gutierrez, a Compaq employee since July 1989, died Monday, Sept. 9. He worked in the Compaq Facilities group.

Ruthie Propes, an Area Trainer, died Sept. 18. She was employed at Compaq since August 1985.

Charles Grey, a Facilities Tech in Central Campus Distribution, also died Sept. 18. He had worked at Compaq since October 1990.



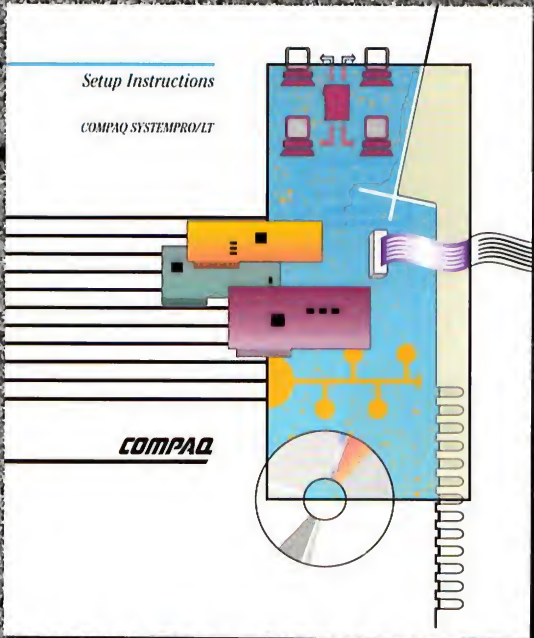
# Introducing the COMPAQ SYSTEMPRO/LT Family of PC Servers and the COMPAQ PORTABLE 486c Personal Computer



*This design illustrates the exciting possibilities of the newest family of tower PC servers from Compaq, the COMPAQ SYSTEMPRO/LT. To symbolize the upgradeability within the family, the units are sitting on different level platforms. The drawing of the token ring, the arc net and the ethernet represent the networking ability of these computers. The bold primary colors and basic design elements suggest their usefulness for smaller size work groups.*



*This photograph portrays the dramatic unfolding of the first color portable computer from Compaq. The vivid spectrum of light bursting from the screen illustrates the astonishing 256 colors available. Intel's 486 chip emerging from the background represents the incomparable power of the new COMPAQ PORTABLE 486c Personal Computer.*



*ABOVE: The documentation design depicting the COMPAQ SYSTEMPRO/LT Family of Personal Computer Servers communicates the networking features and the ability to upgrade the power of the machines.*

*RIGHT: The illustration for the COMPAQ PORTABLE 486c documentation conveys the excitement and color available in this new form factor.*

